

# **BARRINGTON MEDICAL CENTRE**

**Altrincham Health & Wellbeing Centre 33 Market Street Altrincham Cheshire WA14 1PF**

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## **Patient Survey Report 2021**

2020 was obviously a challenging year as the effects of the pandemic impacted on our professional environment as well as for us personally, just as for everyone.

We had risen to the challenges of the new way of working when in the run up to the Christmas holiday period the covid vaccination programme began in earnest and we started a mass contact and vaccination programme with our patients – our first clinic was on 30<sup>th</sup> December 2020 when we were able to offer a first covid vaccination to the most elderly of our patient population, amongst the first practices in the area to do so and amid great excitement from those of our patients who had been largely housebound for many months.

As we moved through the first part of 2021 the vaccination programme progressed at a rate of knots and by its conclusion we managed to undertake just over 6,000 vaccinations, offering the opportunity to have both vaccinations through us to all of our patients in the vulnerable categories and anyone over the age of 40. To put that piece of work into context, our annual flu vaccination sees us administer around 1200 vaccines.

We are very proud of this achievement which was done in addition to our normal workload, often at the weekend or in the evenings and with the help of a willing band of volunteers.

As the largest single piece of activity for the year we saw this as an opportunity to sanity check the service that we provided and the success or otherwise of the arrangements that we put into delivering the vaccination programme. With this aim we surveyed a sample of our patients for their views on the clinics that they attended during the course of this period.

This report is a summary of the 71 responses that we received from approximately 100 questionnaires sent out by SMS and we thank everyone who took part.

**Question 1 :**

**How would you rate your experience at our recent covid vaccination clinic on a scale of 1 -5 ?**

**(1 being Poor and 5 being Excellent ) :**

*Responses :*

1:	Poor	0	
2:	Unsatisfactory	0	
3:	Satisfactory	0	
4:	Good	2	(3%)
5:	Excellent	69	(97%)
	<b>Total</b>	<b>71</b>	

*From a sample of around 100 SMS questionnaires sent out to patients attending clinics across 4 dates in February and April 2021.*

**Question 2 :**

**How might we improve this service in the future ?**



*A sample of the positive comments we received*

Great service.  
Don't see how  
you can  
improve

I would it 5. I was very happy & impressed with the way the procedure took place. It went very smoothly & very efficiently & I was given plenty of information before & after having my vaccination

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5. Brilliant service for Covid on Sunday. Very happy. Everyone was well drilled and set up to efficiently get things done without losing the personal feel. Congratulations. I would happily recommend

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Brilliantly well  
organised and efficient

Safe and efficient

It was all really good, quick and everyone very friendly and informative.

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5 - excellent. Well organised, I felt totally safe & at ease & the nurses were really friendly & caring & answered all my questions.

Smooth and stress  
free



We received the following responses where patients provided feedback on issues that they felt could be improved or changed in some way

2. Nothing I can think of regarding the vaccine service, I was very impressed. Everyone was helpful and extremely efficient, I was in and out within 6 minutes. However, every interaction I have with the reception, in this case, booking my time slot, I find them to be very rude.

*We are sorry to hear that you have been unhappy with our reception team, it's a demanding role and a busy environment but we would always expect you to be treated with politeness and courtesy. There have been lots of changes and training in the team recently but please do not hesitate to contact us if you continue to experience concerns.*

*Unfortunately, that was not possible – the approach and timings of second vaccinations was dictated by government policy which changed frequently throughout the period. We also didn't have the benefit of advance notice for the delivery dates for vaccines until the few days prior to the clinic being scheduled and patients contacted.*

It would have helped if we could have booked our second jab when having the first – saved time for administration too

2: I was somewhat unhappy about the queuing in an unventelated corridor esp as I was asked to move closer to the person in front to make space despite already being closer than 2m.

*We asked people to only attend at the time of the appointment to help with social distancing but occasionally small queues would build if clusters of patients arrived early. A one-way system was in place in the corridor with floor markings to aim to maintain safe spacing and patients were asked to keep to one side of the corridor so that other staff working could pass by easily. We tried to keep the queues moving as quickly as possible and generally wait times were minimal.*

**3. Would you recommend our practice to your friends and family ? Yes / No**

We received 44 responses to this question

Responses :

<b>YES</b>	71 (100%)
<b>NO</b>	0

## Summary

- 97% of our respondents rated their experience at one of clinics as 'Very Good'
- All respondents stated that they would recommend our practice to the friends and family
- We received an overwhelming number of positive comments from patients stating that they felt the clinics were efficiently delivered and with minimal waiting times

Thank you to all of our patients who took part in the survey – your feedback is invaluable to us in assessing how we go about providing you with the services that we need to, particularly something new and challenging such as the covid vaccination programme.

As we learn more about the requirements for a covid booster in the autumn this feedback will be helpful when we design our approach to that in the next few months.

Barrington Medical Centre – July 2021